

Claims

1. A method of managing performance of an employee, comprising:
 - collecting a set of quantitative data generated as a result of employee activities;
 - collecting a set of qualitative data input characterizing employee performance;
 - generating a performance grade based on the sets of quantitative and qualitative data;

5 and

 - displaying an intuitive representation of the performance grade.
2. The method of claim 1, wherein collecting the set of quantitative data comprises collecting customer management service (CMS) information characterizing actions by a customer service agent from a plurality of CMS systems.
3. The method of claim 2, wherein collecting the set of quantitative data further comprises:
 - receiving time keeping information;
 - receiving an assigned schedule;

5 referencing an attendance target; and

 - generating an attendance score based on a comparison of the time keeping information with the assigned schedule and the attendance target.
4. The method of claim 2, wherein collecting the set of quantitative data further comprises:
 - receiving call duration information
 - receiving time keeping information;

5 referencing an efficiency target; and

 - generating an efficiency score based on a comparison of the call duration information with the time keeping information and efficiency target.

5. The method of claim 1, wherein collecting the set of qualitative data input further comprises:

prompting a supervisor to input qualitative performance scores;
accessing qualitative comment entries in response to a supervisor input;

5 receiving a qualitative entry from the supervisor
referencing a qualitative target ; and

generating a qualitative score based on a comparison of the qualitative entry with the qualitative target.

6. The method of claim 1, wherein collecting the set of quantitative data further comprises:

receiving time keeping information;
receiving on-line time information;

5 referencing an effectiveness target ; and

generating an effectiveness score based on a comparison of the on-line time information with the time keeping information and effectiveness target.

7. The method of claim 1, further comprising excluding a measure in response to a supervisor do-not-apply selection.

8. The method of claim 1, further comprising:

plotting a grading scale of a based upon a compiled plurality of weighted quantitative and qualitative performance measures; and displaying an indicator upon the grading scale corresponding to a compiled performance score.

9. The method of claim 8, further comprising:

referencing compiled performance scores for a plurality of individuals assigned to a group;

computing a combined score for the group; and

5 plotting a grading scale of a based upon a compiled plurality of weighted quantitative and qualitative performance measures; and displaying an indicator upon the grading scale corresponding to the computed combined score for the group.

10. The method of claim 1, further comprising assigning the quantitative data to a supervisor of the employee for managing performance of the supervisor.

11. A method of managing performance of an employee, comprising:
 - displaying performance scores of an employee to a supervisor;
 - receiving a feedback acknowledgement entry from the supervisor;
 - prompting the employee to interact with the feedback acknowledgement entry; and
 - 5 tracking accomplishment of the interaction.
12. The method of claim 11, further comprising:
 - prompting a supervisor to make a periodic review;
 - ranking employees in response to the periodic review;
 - tracking accomplishment of the review; and
 - 5 reporting the employee rankings for performance incentive decisions.
13. The method of claim 11, further comprising generating performance scores representative of customer management service measures.
14. The method of claim 13, further comprising:
 - generating a performance score based on attendance;
 - generating a performance score based on efficiency;
 - generating a performance score based on effectiveness;
 - 5 generating a performance score based on quality; and
 - generating a performance score based on professionalism.